Customer Service Report for EMIB
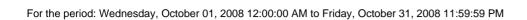
For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 7:24:06 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	2	0	0	2	0	0	0	0	4	0	4
Account Lockout	3	0	0	1	0	1	0	0	3	0	4
Deactivate/Close	2	0	0	0	0	0	0	0	2	0	8
Edit Account	12	0	0	1	0	3	0	0	10	0	7
General Info	8	0	0	1	0	0	0	0	9	0	5
Password Reset	1	0	0	0	0	0	0	0	1	0	12
Register/Open	2	1	0	521	0	3	0	0	520	1	0
ADB											
Printing	1	0	0	0	0	0	0	0	1	0	11
Application Support											
COTS-Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	88
General Info	0	1	0	0	1	0	0	0	0	0	0
Web Apps-Request	0	0	0	1	0	1	0	0	0	0	0
Web Apps-Troubleshoot	1	0	0	0	0	0	0	0	1	0	7
ASR											
Windows	0	0	0	1	0	1	0	0	0	0	0
Back Office Support											
Active Directory	14	0	0	3	0	1	0	0	16	0	7
Configuration	4	0	0	0	0	0	0	0	4	0	4
Create Server Service	0	1	0	0	0	1	0	0	0	0	0
Maintenance	0	0	0	1	0	0	0	0	1	0	0
Migration/Upgrade	1	0	0	0	0	0	0	0	1	0	16
Permissions/Shares	10	0	0	0	0	1	0	0	9	0	6
Release IP-DHCP	2	0	0	0	0	0	0	0	2	0	26
Reset Limits	1	0	0	13	0	0	0	0	14	0	7
Server Recovery	1	0	0	0	0	0	0	0	1	0	15

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Troubleshoot	7	0	0	1	0	0	0	0	8	0	8
CIT Categories											
CIT Desk Sec Serv/AV -General Software	0	1	0	0	0	0	0	1	0	0	20
LISTSERV	1	0	0	0	0	0	0	0	1	0	14
Connectivity											
General Info	2	0	0	0	0	1	0	0	1	0	8
Email											
Exchange Email	9	1	0	3	1	4	0	0	8	0	6
General Info	17	0	0	3	0	1	0	0	19	0	7
MS Outlook	3	0	0	1	0	1	0	0	3	0	8
Outlook Web Access (OWA)	1	0	0	0	0	0	0	0	1	0	0
PKI-Secure Email	1	0	0	0	0	0	0	0	1	0	6
Spam Mail	1	0	0	0	0	0	0	0	1	0	46
eRA-External											
Commons-Accounts-Multi Profiles	1	0	0	0	0	0	0	0	1	0	9
General Information											
Inquiry	7	0	0	0	0	0	0	0	7	0	6
Hardware											
Desktop/Config/Setup	0	1	0	0	0	0	0	1	0	0	16
Printers/Config/Setup	0	0	0	1	0	0	0	0	1	0	16
Printers/Troubleshoot	0	0	0	1	0	0	0	0	1	0	3
Servers/Install/Build	0	7	0	0	0	7	0	0	0	0	0
Servers/Maint	1	0	0	0	0	0	0	0	1	0	15
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	16
LocalLAN/General Info	5	0	0	0	0	0	0	0	5	0	7
NIH Data Center											

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Aperture Vista	0	2	0	1	0	1	1	0	0	1	0
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	0
NIHnet											
Server Support-DNS	2	0	0	0	0	0	0	0	2	0	18
Service Prov-IP Address Admin	1	0	0	0	0	0	0	0	1	0	5
Service Prov-Other	1	0	0	1	0	0	0	0	2	0	66
OIT Categories											
General Information	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Development	0	0	0	1	0	0	0	0	1	0	9
Wireless Services											
BB/Configuration/Setup	0	0	0	2	0	0	0	0	2	0	11
BB/Other	2	0	0	0	0	0	0	0	2	0	8
BB/Troubleshoot	1	0	0	0	0	0	0	0	1	0	24
WN/Configuration/Setup	1	1	0	0	0	0	0	1	1	0	15
Grand Total:	**131**	**16**	**0**	**562**	**2**	**27**	**1**	**3**	**674**	**2**	**2**

Total Tickets Closed:	**679**
Total Tickets Assigned/Pending/Checked Out:	**30**
Total Tickets Created:	**709**